

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Career Center Assistant Manager

Class Code: 10924

A. Purpose:

Manages one or more employment and/or training programs under the oversight and direction of a Manager and supervises Employment Specialists, Employment Representatives, Employment Service Assistants, and clerical/office support staff assigned to programs and services to ensure the goals and performance standards of the office are met.

B. Distinguishing Feature:

Career Center Assistant Managers are located in the Rapid City or Sioux Falls Career Center offices and manage two or more employment and training programs and supervise Employment Specialists, Employment Representatives, and/or clerical support positions.

Employment Representatives deal directly with individuals seeking employment assistance and services, access to training programs, and provide assistance to employers in listing job orders and obtaining applicants for various jobs.

Employment Specialists concentrate on the TANF program and deal directly with individuals who have barriers to employment providing them with case management, establishing and determining plan compliance, initiating action to remove families or individuals from the program, and counseling TANF program clients.

Career Center Managers manage a Career Center office and all of its employment and training programs and services and supervise Employment Specialists, Employment Representatives, Employment Service Assistants, and clerical support staff.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Manages two or more employment or training programs or services in the Rapid City or Sioux Falls Career Centers under the oversight of the Manager to assist the office in achieving its goals and performance standards.
 - a. Provides day to day direction of programs and services provided to clients, the public, and the business community.
 - b. Ensures employment and training programs and services are delivered in accordance with state and federal guidelines, policies, and goals.
 - c. Coordinates and consults with other agencies and offices on program services and to clarify issues.
 - d. Provides information and technical assistance to staff and the public.
 - e. Responds to complaints and questions, investigating the issues, and making recommendations to remedy situations or provide answers.
 - f. Represents the office in hearings.
 - g. Participates as a member of the office's Rapid Response Team in response to expected large layoffs or business closures.
 - h. Conducts random reviews or audits of program files to ensure services provided meet program guidelines.
 - i. Establishes priorities and methods for special services working with staff and clients on participation.
 - j. Coordinates programs and services with other state agencies and personnel to ensure compliance and the uniformity in the delivery of said services.
 - k. Gathers, analyzes, and reports statistical data.
 - l. Assists the Manager in negotiating contracts for services.

- m. Establishes procedures to coordinate services with joint-venture partners.
 - n. Conducts weekly meetings with staff to discuss program goals and needed changes in how programs and services are being delivered.
 - o. Explains program services to businesses and the public.
 - p. Provides individual counseling to clients seeking assistance.
 - q. Monitors customer service provided by office staff.
 - r. Approves monetary supportive services for programs.
2. Supervises subordinate staff to ensure program and service goals and objectives of the office are met.
 - a. Determines or interprets work procedures.
 - b. Interviews and recommends the selection of staff.
 - c. Provides training and work direction.
 - d. Approves leave requests.
 - e. Addresses staff problems and recommends disciplinary actions.
 - f. Conducts performance reviews and completes performance documents.
 - g. Reviews completed work.
 - h. Reviews and adjusts workloads.
 3. Assists the Manager with the day to day operation of the Career Center to ensure staff and client needs are met.
 - a. Monitors building services and repair needs ensuring they are reported to the property or building manager.
 - b. Redirects staff to respond to elevated phone call or walk-in traffic.
 - c. Ensures the office has the necessary supplies to operate.
 - d. Participates in the review and establishment of general office policies such as dress code and emergency action planning.
 - e. Provides monthly program and service statistics and trend information.
 - f. Approves travel vouchers.
 - g. Monitors the use of assigned fleet and travel vehicles.
 - h. Participates in public relations activities by conducting television interviews, providing news items, public speaking, workshops, and seminars.
 - i. Protects the office and staff from potentially dangerous situations involving irate, belligerent, drunk, or disorderly customers.
 - j. Ensures staff equipment is functional enabling them to do their jobs and coordinates with BIT and other agencies for services and equipment.
 - k. Reviews and submits work orders to BIT and follows up to ensure requested service has been provided.
 - l. Attends business hostings as directed by the Manager.
 - m. Oversees the office's resource room ensuring it is staffed and appropriate services are being provided.
 - n. Assists new and prospective businesses by making the Career Center available for its use in interviewing and testing prospective employees.
 - o. Assumes the duties of the manager and/or other assistant managers in their absence.
 4. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Manager and supervises Employment Specialists, Employment Representatives, Employment Service Assistants, and clerical support staff.

E. Challenges and Problems:

Challenged to ensure all program requirements are documented and proper procedures have been followed when dealing with clients. This is difficult because a client may have to be penalized or dismissed from a program due to noncompliance and there are always additional questions and a potential hearing. The position is also challenged to remain flexible to deal with a myriad of issues, concerns, and questions. This is difficult due to the many different programs and services offered by the office and the many clients, public, and employers seeking those services.

Typical problems include difficult clients with unrealistic expectations; dealing with a large volume of clients daily; prioritizing projects when short of staff; not being able to assist everyone needing assistance due to a shortage of program funds; dealing with clients who may have multiple mental or physical barriers but the programs demand some type of participation; non-English speaking clients with no work history and little if any education; balancing staff workload; resolving scheduling conflicts; poor labor investigating and resolving complaints from clients or employers; attaining local office goals when they are influenced by the actions of other agencies and the clients being served; coordinating activities between agencies and working out issues; determining the best course of action in dealing with unusual cases, situations, or program changes and working with staff in understanding and initiating that action; having TANF clients placed in deferred status thus affecting participation rates; and getting businesses and clients to buy into programs and services.

F. Decision-making Authority:

Decisions made include approving schedule changes; adjustments to staff workloads; when to intervene between staff and clients; whether to pay supportive services money; approval or disapproval of community worksites; whether someone should be placed on OJT program and funds obligated; how staff should proceed on difficult or unusual situations; how to respond to complaints or concerns from clients, businesses, the public, or staff; recommendations as to the hiring of new staff; initial recommendations when staff disciplinary action is needed; necessary with staff; authorizing the Life Skills and Job Club curriculum; which hard copy materials and software TANF funds will be used for; final decisions on TANF, Food Stamp, and training issues; application of policies and procedures for the office; and hiring of work-study students and interns.

Decisions referred include personnel issues that may lead to a work improvement plan or separation, communications with department management positions, changes to meet department goals and performance standards, requests for additional program funding, approval of changes to policies and procedures and program goals and methods to achieve them, hours to be charged to specific project or function codes, memorandums of understanding between the office and other agencies/offices, and final approval of hiring and firing staff.

G. Contact with Others:

Daily contact with the public and employers on department programs or related issues and to give and receive information; daily contact with department supply to request and check on supply requests; weekly contact with Unemployment Insurance (UI) in Aberdeen to discuss UI claims issues; weekly contact with the Department of Social Services on TANF and Food Stamp issues; weekly contact with BIT to discuss computer issues; monthly contact with the Career Learning Center to discuss services to clients; monthly contact with Job Corps Directors to discuss admissions and to get information; monthly contact with community worksites to give and receive information; contact as needed with the landlord or maintenance personnel to discuss issues or make requests; contact as needed with Labor Program Specialists to give and receive information.

H. Working Conditions:

Works in a standard office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- employment and training programs and services;
- human behavior;
- social and economic problems in the area and the state;
- casework and interviewing techniques;
- factors which influence poverty and unemployment;
- community resources available for clients;
- available state and federal service assistance programs and their eligibility requirements;
- directives and programs of the Department of Labor field operations.

Ability to:

- supervise;
- establish and maintain effective working relationships with others;
- communicate information clearly and concisely;
- deal tactfully with others;
- interpret and apply rules, policies, procedures, and determine program eligibility;
- work with people of all levels of education and experience;
- maintain self-control under stressful situations;
- evaluate the work of others;
- make formal presentations to groups of people;
- develop and present training to staff and clients;
- use a personal computer.